



09-16-04

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PATENT 41

THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

JENSEN, Roy A.

Serial No.: 09/492,114

Filed: January 27, 2000

Atty. File No. 4366-10

For: "CALL MANAGEMENT SYSTEM  
USING DYNAMIC QUEUE  
POSITION"

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

) Group Art Unit: 2642

) Examiner: WILLIAM J. DEANE, JR.

) **AMENDMENT AND RESPONSE**

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I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING  
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TYPED OR PRINTED NAME: Amy S. Duarte

SIGNATURE: *Amy Duarte*

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SEP 17 2004

Technology Center 2600

Applicant submits this Amendment and Response to address the Office Action having a mailing date of June 17, 2004 (Paper No. 12). Although the Applicant believes that no fees are due in connection with newly added Claim 35, please charge any fees deemed necessary to Deposit Account No. 50-1602.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** begin on page 2 of this paper.

**Remarks/Arguments** begin on page 9 of this paper.